



**CITY OF SAN DIEGO  
PROMOTIONAL OPPORTUNITY  
Open to Current City of San Diego Employees Only  
EMPLOYMENT OPPORTUNITY  
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**#P2832 CLAIMS AIDE  
MONTHLY SALARY: \$3091 to \$3724**

**\*APPLICATION FILING PERIOD: FIRST DATE:** December 10, 2010

**LAST DATE:** January 11, 2011

Applications received later than 5:00 p.m. on the last date to apply will be rejected. Persons may apply only once during this application filing period. Future application filing periods may be announced.

**NOTE:** The eligible list established by this recruitment may be used to fill current/future vacancies in any of the areas specified below.

**THE POSITION:** In the **Liability Division** of the Risk Management Department, Claims Aide positions investigate, adjust, and settle small and less complex property damage, recovery, tow-away, and bailment claims; act as hearing officers in towing and storage claims; approve or deny claims; negotiate settlements within limits; represent the City in small claims actions; conduct risk studies; and perform related functions.

In the **Long Term Disability Program** of the Risk Management Department, Claims Aide positions investigate, manage and monitor the less complex claims; review and evaluate claims, including medical reports, to determine eligibility; interview and correspond with claimants, physicians and key personnel; approve or deny claims; calculate benefits; interpret provisions of the Long Term Disability Plan; and perform related functions.

In the **Workers' Compensation Division** of the Risk Management Department, Claims Aide positions investigate, adjust, and settle workers' compensation claims, including Medical Only cases; review and evaluate claims and the medical reports; interview and correspond with claimants, witnesses, and physicians; approve or deny claims; interpret the provisions of State Labor Code laws; and perform related functions.

**REQUIREMENTS:** You must meet one of the following requirement(s) by the last date to apply, unless otherwise indicated.

1. One year of full-time experience as a Claims Clerk or Benefits Representative I with the City of San Diego Risk Management Department.

-OR-

2. Six months of full-time experience as a Benefits Representative II with the City of San Diego Risk Management Department.

-OR-

3. Six months of full-time experience as a Claims Clerk or Benefits Representative I with the City of San Diego Risk Management Department **AND** successful completion of one of the following Insurance Educational Association (IEA), or equivalent agency's classes: Property and Liability Insurance Principles; Introduction to Claims; or Workers' Compensation Claims. **Proof must be submitted to the Personnel Department at time of application.**

**\*HOW TO APPLY:** You must complete a **STANDARD EMPLOYMENT APPLICATION** for this position by responding to **all** questions and submitting the completed application to the City of San Diego Personnel Department. You must also submit a completed **DATA ENTRY FORM**. To show proof of any required degrees, certificates, licenses, etc. you must attach a copy of the documents to your application.

**THE SCREENING PROCESS** will consist of a comprehensive evaluation of the **Standard Employment Application** for applicable education, experience, and/or training. Only those applicants that clearly demonstrate meeting the requirements specified above will be placed on the eligible list.

**ELIGIBLE LIST:** Candidates who are successful in the screening process described above will be placed on a **one category** eligible list which will be used to fill position vacancies during the next **one year**. For each vacancy, candidates certified to the hiring department will be contacted for an interview.

**\*PRE-EMPLOYMENT REQUIREMENTS:** Any employment offer is **conditional** pending the results of all pre-employment screening processes required for the job, which may include but are not limited to the following: confirmation of citizenship/legal right to work in the United States; completion of a pre-employment medical review/exam (which may include drug/alcohol testing); reference checks; and a fingerprint check. The fingerprints will be submitted to the California Department of Justice for a conviction record report. All of these processes must be successfully completed before employment begins.

**Note:** A positive test for alcohol, illegal drugs or inadequately explained prescription drugs, misrepresentation, falsification, or omission of pertinent facts in any step of the screening/selection process may be cause for disqualification and/or termination of employment.

**SUPPLEMENTAL QUESTIONS:** In Section 4 of the Standard Employment Application, you **MUST** respond to all of the following questions or your application will be **rejected**. Provide sufficient details as this information will be used to evaluate your qualifications related to this job. Describe your **education, training, and/or experience** related to each question; indicate where the education, training, and/or experience was obtained (e.g., specify the employer, educational coursework, training classes); and provide comprehensive information regarding what duties you have performed. If you do **not** have any education, training, and/or experience in a requested area, write "None" for that particular question.

1. Indicate how are you meeting the minimum requirements as indicated on the job announcement.
2. Describe your **liability claims** experience and indicate which of the following you have performed:
  - a. Investigating, adjusting and settling property damage, recovery, tow-away, and bailment claims.
  - b. Performing as Hearing Officer in towing/storage claims.
  - c. Approving/denying claims and negotiating settlements within established limits.
  - d. Representing the City in small claims actions.
  - e. Conducting "Risk" studies.
3. Describe your **long term disability claims** experience and indicate which of the following you have performed:
  - a. Reviewing and evaluating claims, including medical reports, to determine eligibility.
  - b. Interviewing and corresponding with claimants, physicians and key personnel.
  - c. Approving/denying claims and calculating benefits.
  - d. Managing and monitoring ongoing claims.
  - e. Interpreting provisions of the Long Term Disability Plan.
4. Describe your **workers' compensation claims** experience and indicate which of the following you have performed:
  - a. Reviewing and evaluating claims, including medical reports, to determine eligibility.
  - b. Interviewing and corresponding with claimants, witnesses, and physicians.
  - c. Approving/denying, adjusting and settling claims, including "Medical Only" cases.
  - d. Interpreting provisions of the State Labor Code.
5. Indicate if you have successfully completed the following Insurance Educational Association (IEA) or equivalent agency's classes. **Proof of completion must be submitted at time of application.**
  - a. Property and Liability Insurance Principles.
  - b. Introduction to Claims.
  - c. Workers' Compensation Claims.
  - d. Other (specify).

JEK/September 5, 2008/\*Rev. 2 (12-10-10) {NOL}/Class 1340

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**THE CITY OF SAN DIEGO PERSONNEL DEPARTMENT • "EXCELLENCE IN PERSONNEL SERVICES"**

The City of San Diego has an active Equal Opportunity Program and vigorously supports workplace diversity. Applicants with disabilities who require testing accommodations may call (619) 236-6358. To obtain this information in alternative formats, persons with disabilities may call (619) 236-6467 or for TTY (619) 236-6776.

**\*IMPORTANT: READ REVERSE SIDE\***

## **APPLICATION INFORMATION**

Application materials must be received at the Employment Information Center **NO LATER THAN 5:00 P.M. ON THE FINAL FILING DATE**. Postmarks as proof of meeting the final filing date are not accepted. If you are returning your application via the U.S. Postal Service, you should use "Certified Mail-Return Receipt Requested" to provide verification of timely delivery. Do not send applications via interoffice mail.

1. Starting salaries will be determined by the hiring department.
2. The hiring department with a vacancy will contact and interview eligible candidates as needed. All candidates may not be contacted. The final selection and offer of employment is made by the hiring department, not the Personnel Department.
3. Unless otherwise stated, relevant experience may be substituted for education.
4. Eligible lists may be used on a periodic basis. As such, lists may not be used for several months. Eligible lists may be extended by the Civil Service Commission.
5. Examination requirements and processes may be revised.
6. Experience, education, and all other information provided by an applicant orally or in writing are subject to verification.

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**FALSIFICATION:** Any misrepresentations or false statements during or after the employment process may be cause for disqualification or dismissal from employment.

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## **GENERAL REQUIREMENTS**

Requirements must be met at time of application unless otherwise stated.

The minimum age for most full-time employment is 18, unless you are 17 and a high school graduate. You must have the legal right to work in the U.S. or have U.S. citizenship. Persons hired must present acceptable proof of identity and the legal right to work in the United States and the authenticity of the documents must be verified before starting work. After hire, you will be required to sign a loyalty oath and may be required to live in San Diego County.

**A CITY MEDICAL EXAMINATION including drug screening and documentation of medical history may be conducted following a conditional offer of employment or promotion. Medical condition must enable the applicant to perform the essential duties of the position.**

The City of San Diego is committed to a drug and alcohol free workplace.

**THE CITY OF SAN DIEGO SUPPORTS WORKPLACE DIVERSITY and does not discriminate on the basis of race, sex, age, ancestry, national origin, political/religious affiliation, sexual orientation, AIDS or HIV status, cancer, or non-job related physical/mental disability. The City is committed to making its jobs, programs, and services accessible to all persons and complies with all ADA non-discrimination requirements in its employment practices.**

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**A CONVICTION RECORD FORM must be submitted before hire. On it you must list all criminal convictions you have had.** A criminal record is not necessarily a basis for disqualification from City employment. Each applicant's conviction record will be evaluated on a case by case basis considering the type and seriousness of the crime, how much time has elapsed, and the nature of the job.

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## **EMPLOYEE BENEFITS**

City Employees may be eligible to participate in a benefit program including holidays, vacations, savings and retirement plans, health programs, and other benefits.

Benefits may change due to employer-employee contract negotiations.

## **REQUIREMENTS FOR PROMOTIONAL EXAMINATIONS**

1. Current City employment, or currently on a Re-employment List or Leave of Absence.
2. Six months of continuous City employment in the Classified Service immediately prior to the application closing date or, if no closing date is specified, by date of application filing (exceptions: Persons recently hired from Re-employment Lists, and employees in the Unclassified Service if the employee has six months in the Classified Service with no break in service, prior to becoming an Unclassified employee).
3. Most recent performance evaluation in your current City classification must be other than "Unsatisfactory".

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**The provisions of this bulletin do not constitute an expressed or implied contract.**

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**DIVERSITY BRINGS US ALL TOGETHER**